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Hamilton-Wentworth

... helping through information

Box 2700, Station A, Hamilton, Ontario L8N 4E4

23rd ANNUAL REPORT

April 1, 1993

to

March 31, 1994

Located in the Hamilton Public Library, 55 York Blvd., 1st Floor

Information Line **528-0104** • Administration Line • **528-8127** • Fax/Voice Mail **528-7764**
A United Way Member Agency

**Board of Directors
1993-94**

President	Shelley McCarthy
Past-President	Jessica Brennan
Vice-President	Chris Sparks
Treasurer	Simon Froggatt

Isabella Brearley (resigned during term)	
Susan Crawford	Kit Darling
Ted Iwanek	Myrna Pond
Cheryl LaFreniere	Mario Leon

Governed by the Board of Directors, **Community Information Service Hamilton-Wentworth (CIS)** has the following goals:

- ✓ collect, maintain, provide access to and disseminate information on community and government services available to residents in the Regional Municipality of Hamilton-Wentworth
- ✓ examine, study and identify trends and demand for services and unmet community needs and report the results to appropriate government departments, community agencies and social planning bodies
- ✓ work with other community information centres in a collaborative and supportive network which respects autonomy and facilitates co-operation.

Thus CIS will connect people with the community and government services they need. In an increasingly complex and stressful environment, people frequently do not know where to turn for help. We provide individuals, voluntary and private sector organizations and governments with information on the resources available in Hamilton-Wentworth.

Under the leadership of our Board of Directors and with the support of our funding partners, this work is accomplished through our enquiry service; computerized database and other resources; community consultation and education; publications; social reporting and co-operation with other community and information agencies.

In the past year, CIS has expanded its work by undertaking a project providing information and referral/public education in the specialized area of child care as well as programme review and support activities focussed on licensed child care services. In addition, we have acted as a host agency for the provincial government initiative which supports the voluntary conversion of commercial child care programmes to non-profit, community-based auspices.

CIS is grateful for the ongoing support of our funding partners:

Regional Municipality of Hamilton-Wentworth
United Way of Burlington, Hamilton-Wentworth
Ontario Ministry of Culture, Tourism and Recreation
through its support of ONLINE ONTARIO
and
Ontario Ministry of Community and Social Services
through its support of Child Care Activities

In 1993/94, we have also engaged in special projects and activities which were generously funded by:

The Hamilton Foundation
Elder Abuse Prevention project
Sackville Hill Seniors Recreation/New Horizons Project
Information & Referral project
Federal Department of Canadian Heritage
Multicultural Directory & Database

Since our last annual meeting, we have marked the passing of two special and loyal friends and volunteers:

BOB GRAY
and
JEAN CAMERON

Bob served on the CIS Board for many years and made an outstanding contribution, including two terms as President. Bob was also instrumental in the establishment of Victim Services in Hamilton-Wentworth. His contributions to our agency and to his community will be greatly missed.

Jean Cameron was a long-standing volunteer with CIS. Though we had not seen as much of her in recent times as she enjoyed her passion for world travel, Jean was always willing to lend her hand to any task and we are grateful for her contributions over the years.

Report from the President and Executive Director

Last year's annual report reflected back upon a year of "uncertainty, restructuring and challenge" and predicted more of the same for 1993/94. In this prophecy, we were not wrong. From time to time, we were "uncertain" if we would be capable of managing our extensive and complex workload. We seemed to be "restructuring" our activities at every turn and "challenging" somehow seemed an inadequate description of the hectic scramble which soon started to feel like just another "normal" day. Like the duck which floats serenely across the surface of the pond, we were paddling like crazy under the surface.

Information & Referral

These activities are at the heart of CIS and this year, in response to reduced human resources, we introduced technology to assist us to serve our callers effectively. Instead of encountering a busy signal when no human is available, callers are now "stacked" in sequence and are treated to a little of Vivaldi's *The Four Seasons* to pass the time while they wait for service. Although far from a perfect solution to a high demand for service, at least people have a choice to wait rather than the frustration of not getting through at all.

This system has improved our efficiency as evidenced by the fact that we have been able to respond to **more** enquiries this year with staff resources which were considerably reduced. All of the agency staff have been supportive, picking up calls when the "stacker" was particularly frantic and ensuring that callers received timely, accurate and complete information.

Database, Publications and Other Initiatives

We continue to refine our automated database and to work co-operatively with our province-wide partners in ONLINE ONTARIO. Once again, we have produced a paper version of **The Red Book**, our Directory of Government and Community Services, but this is now enhanced and supplemented by our electronic product:

Red Book Plus

This searchable computer disk version of The Red Book also contains the information in our small, specialized publications. Initial reaction to this innovation has been very positive and we are optimistic that it will serve the twin purposes of *giving people another way to access information* and *generating much-needed revenue for CIS*.

The development of **Red Book Plus** would not have been possible without the partnership of **Bruce Ritchie of Photo-Byte Ltd.** With a combination of tenacity and technology, Bruce worked closely with us to see this undertaking to a successful conclusion.

CIS is also participating with other community partners in the development of the Hamilton-Wentworth Freenet.

Child Care Activities

In April, 1993 CIS launched a major initiative with the support of the Ministry of Community and Social Services. The components of the project include:

- in depth child care information and referral for Hamilton-Wentworth, Niagara and Brant

- resource development and public education activities
- hosting a seconded staff who provides co-ordination and support to provincial child care conversion
- administration, consultation, programme review and support to licensed child care programmes

All of these activities have developed successfully during 1993/94 and will continue this year.

Other Projects

Through a New Horizons grant, CIS continued to provide support to a group of seniors at **Sackville Hill Seniors Recreation Centre** to enable them to provide information and referral services to seniors at that site. Funding for this project is at an end. The activities are also concluded for now, partly in response to a low demand for service.

With funding from The Hamilton Foundation, and in co-operation with the Hamilton-Wentworth Task Group on Elder Abuse and Self-Neglect, CIS designed and distributed thousands of information pamphlets on **elder abuse** in an effort to improve public consciousness and support to elderly people in abusive circumstances.

We have also been supported by this Committee to collect, compile and analyse statistical information about incidents of suspected elder abuse and neglect in the Hamilton-Wentworth region. In 1994/95 this statistical activity has been funded by the **Zonta Club, Zone I**.

Our agency is currently compiling a **Directory of Multicultural Organizations and Services** which will be available in print and on the next version of Red Book *Plus*. This activity is supported by funding

from the federal Department of Canadian Heritage and is projected to be completed in July, 1994.

Other Highlights

CIS continues to co-operate and participate with other community agencies concerning **Long Term Care** and the role CIS might play in assisting people to obtain information and access services.

Our ongoing relationship with the **Disability Information Service Helpline** (DISH) continues to be a mutually beneficial and productive arrangement. Likewise, our association with the **Hamilton Public Library** ensures a stable accessible and comfortable location for our service. We appreciate the Library's support and co-operation.

CIS has also been actively engaged in reviewing and improving the "marketing" of our agencies services and products. We have distributed 30,000 information cards in the community and embarked on new opportunities for sales of publications and electronic products.

The Year Ahead

We anticipate another challenging year in 1994/95. The agency will persist in seeking opportunities to generate revenue from products and services which keep pace with the expanding electronic market. At the same time, we will not lose sight of those people who need information and advice from traditional sources - a friendly, knowledgeable and helpful human being. We expect that the Board will continue to struggle with the balance between revenue generation and our commitment to barrier-free access to human services information.

With the support of our outstanding and dedicated staff and the leadership and commitment of our Board of Directors and volunteers, we are confident in our ability to continue to provide excellent service to the residents of Hamilton-Wentworth.

Respectfully submitted,

Shelley McCarthy, President
Lesley Russell, Executive Director

A SPECIAL VOLUNTEER

This year, the Board of Directors and staff of Community Information Service is paying special tribute to one of our volunteers:

BOB TERRY

Bob has been a direct service volunteer with CIS for many years. He has tirelessly worked - often five days a week - assisting the agency to keep information up-to-date and keeping all of our display materials organized.

THANK YOU BOB!

Community Agency Co-operation

During 1993/94, CIS representatives participated in a number of provincial and community committees and activities. Among these were the following:

- Association of Community Information Centres in Ontario (ACICO)
 - Area Network*
 - Statistics Committee*
 - ONLINE ONTARIO*
- Community Support Services for the Elderly
- Hamilton-Wentworth Task Force on Elder Abuse and Self-Neglect
- Disability Information Service Helpline
 - Advisory Committee*
 - Services Sub-Committee*
- Ministry of Culture, Tourism and Recreation
 - Funding Formula Steering Committee*
- United Way of Burlington, Hamilton-Wentworth
 - Gift in Kind Advisory Group*
- Immigrant Serving Interagency Network
- Cultural Interpreters Advisory Committee
- Victim Services
- Hamilton Public Library
 - Child Care Centre Board*
- Second Level Lodging Home Resident's Handbook Work Group
- Regional Municipality of Hamilton-Wentworth
 - Child Care Task Force*
- A.A.T.D.
 - Child Care Advisory Committee*
- Hamilton-Wentworth Freenet
 - Information Sources Committee*

STAFF - 1992/93

Executive Director	Lesley Russell	<u>Child Care Activities</u>	
Senior Information Counsellor	Rob Hart	Child Care Conversion	Donna Nowacki
Resource Co-ordinator	Lilian Erskine	Information Counsellor	Beth Lee
Information Counsellor	Suzanne Bokowski	Resource Development/	
Resource Assistant.	Anne Turner	Information Counsellor	Denine Lavery
Secretary-Receptionist	Sandra Connell	Program Review & Support	Karen Calligan
Bookkeeper	Mae Ward	Summer Student	Marianne Smith

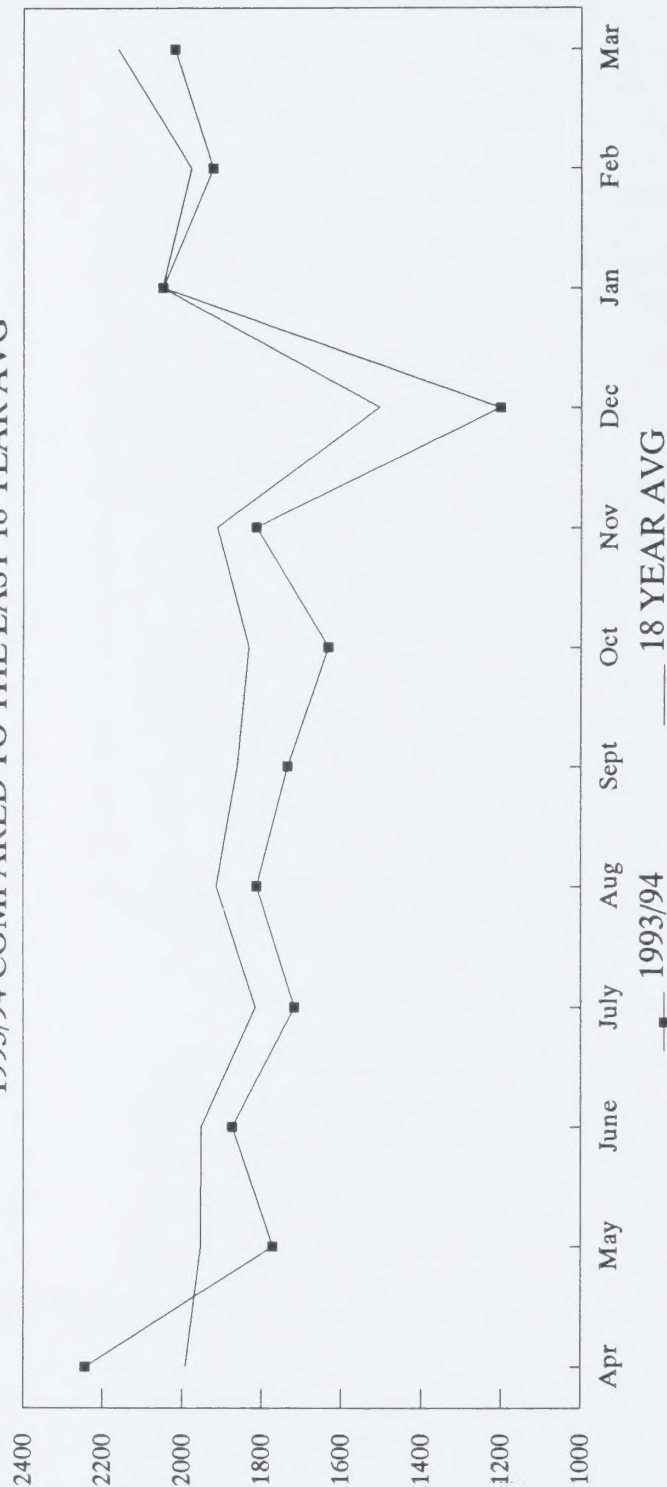
COMMUNITY INFORMATION SERVICE HAMILTON – WENTWORTH

1993/94 YEAR END ENQUIRY STATS

	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Total	Avg
1992/93	1936	1802	2029	1874	1671	1762	1542	1691	1195	1833	1834	2078	21247	1771
1993/94	2243	1772	1874	1717	1812	1734	1632	1814	1201	2047	1921	2017	21784	1815
18 yr avg	1991	1953	1951	1815	1913	1860	1832	1912	1504	2050	1976	2160	22917	1910

MONTHLY ENQUIRIES


1993/94 COMPARED TO THE LAST 18 YEAR AVG



FINANCIAL STATEMENTS

**COMMUNITY INFORMATION
SERVICE
HAMILTON-WENTWORTH**

March 31, 1994



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AUDITORS' REPORT

To the Directors and Members of the
Community Information Service Hamilton-Wentworth

We have audited the balance sheet of the **Community Information Service Hamilton-Wentworth** as at March 31, 1994 and the statements of financial activities and cash flows for the year then ended. These financial statements are the responsibility of the organization's management. Our responsibility is to express an opinion on these financial statements based on our audit.

We conducted our audit in accordance with generally accepted auditing standards. Those standards require that we plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In our opinion, these financial statements present fairly, in all material respects, the financial position of the organization as at March 31, 1994 and the results of its operations and the changes in its financial position for the year then ended in accordance with generally accepted accounting principles.

Hamilton, Canada,
May 27, 1994.

Ernst & Young
Chartered Accountants

Community Information Service Hamilton-Wentworth
Incorporated without share capital under the laws of Ontario

BALANCE SHEET

As at March 31

	1994 \$	1993 \$
<hr/>		
ASSETS		
Cash and short term deposits	14,609	20,575
Accounts receivable	27,478	4,014
Service directories for resale - at cost	10,622	6,425
	<hr/> 52,709	<hr/> 31,014
<hr/>		
LIABILITIES AND SURPLUS		
Accounts payable	24,798	21,310
Deferred revenue [note 2]	24,846	7,532
Surplus	3,065	2,172
	<hr/> 52,709	<hr/> 31,014

See accompanying notes

On behalf of the Board:

Director

Director

Community Information Service Hamilton-Wentworth

STATEMENT OF FINANCIAL ACTIVITIES

Year ended March 31

	1994 \$	1993 \$
REVENUES		
Support from the public		
United Way	66,458	67,815
Other contributions	140	310
Support from governmental agencies		
Regional Municipality of Hamilton-Wentworth	69,230	69,500
Province of Ontario	43,750	70,221
Publication sales	23,208	36,918
Disability Information Service Helpline	5,256	4,989
Data Leasing	1,000	1,770
Elder Abuse Project	1,742	198
Sackville Hill Senior's Centre	9,579	1,366
Interest on term deposits	1,210	596
Donations, memberships and other	3,690	430
Child Care Project <i>[see schedule]</i>	232,957	—
	458,220	254,113
EXPENSES		
Salaries	136,429	174,581
Employee benefits	15,890	19,978
Professional fees	1,850	2,410
Supplies	7,564	7,738
Telephone	7,496	5,158
Postage	3,213	2,833
Occupancy	12,817	13,630
Outside printing	9,753	9,814
Disability Information Service Helpline	5,256	4,989
Elder Abuse Project	1,742	198
Sackville Hill Senior's Centre	9,579	1,366
Computer services	5,555	10,059
Local transportation	447	555
Conferences and meetings	1,251	681
Library	485	646
Organization dues	1,576	1,750
Miscellaneous	841	780
Furniture and equipment	392	30
Public relations	2,234	193
Child Care Project <i>[see schedule]</i>	232,957	—
	457,327	257,389
Operating surplus (deficit) for the year	893	(3,276)
Surplus, beginning of year	2,172	5,448
Surplus, end of year	3,065	2,172

See accompanying notes

Community Information Service Hamilton-Wentworth

STATEMENT OF CASH FLOWS

Year ended March 31

	1994 \$	1993 \$
OPERATING ACTIVITIES		
Operating surplus (deficit) for the year	893	(3,276)
Changes in operating working capital providing (utilizing) cash		
Accounts receivable	(23,464)	(477)
Service directories for resale	(4,197)	979
Accounts payable	3,488	2,227
Deferred revenue	17,314	1,742
Funds provided from (utilized by) operating activities representing an increase (decrease) in cash during the year	(5,966)	1,195
Cash and short term deposits, beginning of year	20,575	19,380
Cash and short term deposits, end of year	14,609	20,575

See accompanying notes

NOTES TO FINANCIAL STATEMENTS

March 31, 1994

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Basis of accounting

The accrual basis of accounting is used in the preparation of the financial statements. Under this method, revenue is recorded when earned and expenses are recorded when incurred.

Fixed assets

Expenditures for fixed assets are charged to expense as incurred.

Special projects

Periodically funds are received and are designated for certain projects. The statement of financial activity reflects any excess or deficiency of funds [where applicable] in the year the projects are completed.

2. DEFERRED REVENUE

	1994 \$	1993 \$
Grant revenue net of related expenses for incomplete projects		
Ministry of Community and Social Services - Child Care Project	21,846	—
Zonta Club - Domestic Violence Project	3,000	—
Regional Municipality of Hamilton-Wentworth 1993 Grant	—	5,790
The Hamilton Foundation - Elder Abuse Project	—	1,742
	24,846	7,532

3. INCOME TAX STATUS

Community Information Service Hamilton-Wentworth is a registered charity exempt from income tax.

SCHEDULE OF FINANCIAL ACTIVITIES
CHILD CARE PROJECT

Year ended March 31

	1994 \$
REVENUES	
Ministry of Community and Social Services - Phase I and Phase II	232,957
EXPENSES	
Phase I	
Program review and support	
Salaries	24,655
Employee benefits	2,387
Equipment	9,110
Supplies and miscellaneous expenses	2,230
Travel	3,879
Other activities	
Telephone and computer equipment and software	5,868
Printing costs	7,856
Distribution costs	2,035
Equipment and supplies	10,695
	68,715
Phase II	
Community development	
Salaries	51,479
Employee benefits	10,718
Telephone	5,336
Travel	10,596
Computer equipment and software	1,725
Other activities	
Salaries	66,596
Employee benefits	7,991
Telephone	2,660
Office and miscellaneous supplies	2,084
Printing costs	1,249
Staff training	768
Occupancy	1,320
Audit and legal	530
Computer expense	1,190
	164,242
	232,957

See accompanying notes

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